Heart & Hamals



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SPRING 2016 PUBLISHED BI-ANNUALLY

VOLUME 33, No. 1

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Volunteer Dorothy Schupbach

Dorothy Schupbach Lauded with Norm Weitzel Award

Volunteer Dorothy Schupbach is the recipient of the 2016 Norm Weitzel Award, an honor given to individuals who have supported volunteer caregiving and sustained the mission of CAREGIVERS through their steady and unwavering commitment year after year. She follows in the footsteps of inaugural honoree Harry Walsh, who like Norm Weitzel, has been a constant driver since the launch of

the organization in 1984. When Dorothy signed up, she planned to volunteer for "about six months."

"Volunteers like Harry, Dorothy and Norm have defined the culture at CAREGIVERS," said Board Chair Ann Romero, who noted that, "it's become a wonderful challenge to find ways to express our appreciation for the commitment that they've made."

In CAREGIVERS' second year, more than 50 new volunteers stepped forward to participate along with the likes of Keith York (who was honored in 2014 by the Ventura County Board of Supervisors). The program was really gaining traction in the community. Among the list of names published in the newsletter from 30 years ago was Dorothy Schupbach who was making her debut as a volunteer caregiver.



DOROTHY SCHUPBACH continued on page 2



Intern Megan Hickernell

Hank Lacayo Intern Makes Headway on Volunteer Coordinator Position

CSUCI's Hank Lacayo Institute helped to underwrite an intern for CAREGIVERS from January through May. Senior Megan Hickernell

joined the Office Team in the role of Volunteer Coordinator, picking up where Summer Intern Claire McBride left off.

Over the summer, Claire drafted the CSUCI Internship proposal to ensure continuity of

the coordinator's role. She also developed the orientation materials that would be used by CAREGIVERS new Volunteer Liaisons and recruited Liz Galvan as the first liaison. When Megan came on board nearly six months later in January, she met with Liz and has continued to forge ahead on the recruitment, retention and renewal of CAREGIVERS volunteers.

"I can see why CAREGIVERS needs this position to be a permanent part of the team,"

HANK LACAYO INTERN continued on page 6

The McGrath Family

Wearin' o' the green

Save the Date: Friday, March 17, 2017

presented in 2016 by



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Check out our Pot o' Gold Sponsors online at:

vccaregivers.org/events.php

See the photo album on FaceBook at:

facebook.com/CAREGIVERS.Volunteers

CAREGIVERS Honors Volunteers Judith Frazier and John Raftery

CAREGIVERS takes great pride in announcing the honorees of this year's 24th Annual Norm Weitzel Open and McGrath Family Wearin' o' the Green presented by Union Bank.

In keeping with tradition since Year 20 of the event, the organization reaches deep into its history to celebrate volunteers who have been committed to ensuring the success of this Ventura County tradition. Past honorees include event founders, Norm Weitzel (of blessed memory) and Jack Collings; Jack Tingstrom and Shane Morger; John Zaruka and Mel Sheeler; Nils Johnson and Blake Wade. The 2016 honorees are Judith Frazier and John Raftery.



Iudith Frazier

Ms. Judy Frazier, who served on the Board of Directors from 1990 - 2002, also served on the golf committee almost from the tournament's inception. In 1998, she stepped in as co-chair with Jack Collings, continuing to co-chair or serve on the committee until 2001. At the time, she was with the Bank of A. Levy, and while she never made her way out onto the golf course, she

worked behind the scenes organizing and securing sponsors well into her days at City National Bank. Judith currently serves as a Budget Analyst in CSUCI's Division of Technology and Communication. "Thanks for tracking me down," Judith said, who was genuinely delighted to "reconnect with some of the wonderful folks I used to work with at CAREGIVERS."



John Raftery

Since 2007 when John Raftery made his first recorded appearance at the *Wearin' o' the Green*, he has been one of the driving forces behind the raffle prizes by donating some of our most popular gifts in kind, wine tours and limousine rides, from ELC/Executive Limousine & Coach which offers chauffeured services worldwide. Most notable, however, is John's support of senior transportation.

For several years, ELC has offered a ride per week to a frail senior who is enrolled in the CAREGIVERS program and who needs a ride to a doctor appointment. ELC gives the office team tremendous peace of mind in pinch situations when volunteers are unavailable to assist with critical transportation. More than once, seniors have called the office, tickled pink, to thank CAREGIVERS for the special service and attention they received from ELC. "I hope it's okay," one senior said, "I didn't let on that he wasn't my regular driver."

Long-term volunteer commitments, like these examples of Frazier and Raftery, are the hallmark of CAREGIVERS as an organization. "We are truly blessed to have this circle of friends and support at CAREGIVERS," said Board Chair Ann Romero, adding, "We wish we had more public occasions to recognize the continued commitment of volunteers like Judy and John.





Bob & Ginny

In Memory of Murray Wald

In 2013, Murray and Frances Wald, both in their 90s, reached out to CAREGIVERS for a helping hand. They had outlived their friends, and family members lived far outside of the area. With

Frances becoming more and more confined, Murray was taking a larger role in her caregiving. What he longed for was someone who could take them grocery shopping together, and for Frances to join them.

We know it takes very special people to do the Finding a volunteer poses its challenges as CAREGIVERS doesn't always have a match waiting in the wings, ready to serve. In fact, the waiting list for a volunteer hovers around 50 seniors at any given time.

"Once a volunteer passes a background check, we still look for the right ingredients on which to build a friendship," said Program Manager Courtney Darrough. "In Murray's case, it was not just about geography, but also about someone who would be willing to provide transportation and take the time out to spend a leisurely afternoon shopping, but really they needed so much more."

One of the most delicate challenges CAREGIVERS faces is when to reach out to family. Respecting family dynamics and honoring the independence of a senior is at the core of Volunteer Caregiving. "After Frances died, we all had a lot of concerns about Murray's health and welfare," said Executive Director Tammy Glenn. "With Murray's vision failing and his celebrity as the last surviving member of the Glenn Miller Band, we had genuine concerns about his well-being and safety."



Courtney, George, Marketa, Hannah

and your volunteers [Lauri and Kaitlyn] to

know how much we appreciate the care you

gave my father when he needed that so much.

work you all do. Thank you for devoting

your lives to that difficult task!"

With Love and Best Regards,

Robert Wald





Fortunately, Volunteer Lauri Barcelona and her daughter, Kaitlyn, stepped up and helped monitor Murray's situation over the last year of his life. "CAREGIVERS isn't just about what we give to seniors, it's just as much about what they give to us. We spent hours with Murray talking about life and music," Lauri said.

"The three of us represented three generations of change—in education, in music, in business and in life." Kaitlyn, who had taken up the drums, enjoyed sharing music with Murray, and Lauri kept an eye on some of the other moving parts in Murray's life. "Ever since Kaitlyn met, talked with and heard Murray play, she was even more encouraged to follow her heart and pursue a long-time dream of playing the saxophone," Lauri said. "She took up lessons and even found the confidence to try out for the high school band."

CAREGIVERS Volunteers, like friends, often fill a void that family members aren't in the position to. "While we're not a 'professional' service, our staff and volunteers are screened, trained and monitored," Glenn explained. "This is an important distinction when it comes down to inviting CAREGIVERS into your home. We don't fly under the radar, and we make sure our seniors and volunteers don't either."





Let me introduce to you Jean and John. They both have very interesting, individual life stories that could be told, but for now, this is their story together by the way of CAREGIVERS.

Following his retirement, John became a volunteer in 2007. While he served other seniors, he met Jean and her husband, Jake, more than six years ago. Jake, who was showing signs of dementia, was really the one who needed a volunteer caregiver. Jake had been in the Navy and spent 26 years as a submariner. CAREGIVERS made a good match for the Wittman's and John was their first volunteer.

Jean says that the sound of John arriving would put a big smile on her husband's face. "He would light up like a Christmas tree!" she said. John and Jake would take

Neighborly Deeds John Baker & Jean Wittman

by Volunteer Jim Bonner

walks to the park when he visited, and they both got some exercise and fresh air together. After the walk, they would go out to get a coffee. This was a relief for Jean who enjoyed the respite time for herself, knowing that Jake was safe and totally enjoying himself during the visits with John.

Not unlike Jake, John was a retired Navy officer who served for years on the carrier Midway at the height of the Vietnam War, giving him a lot of appreciation for Jake's Navy service. About three years after John met the Wittman's, Jake died and Jean was now the one who needed help. Not only was it very difficult to lose a spouse of 69 years, but Jean was in a walker, legally blind...and she was 91 years old! John remained in volunteer service, and helped her bridge the transition to being without her husband.

Another three years have passed, and John continues to do just about anything Jean needs on his one to two visits per week. On the day I visited with them, John raised concerns over the most recent water and sewer bill. It seemed to be over twice what was normal, and he suggested they contact the city to have them investigate. John assists Jean in paying all the bills and looks after Jean as if she was his mother. All these years, he's done her weekly grocery shopping and house repairs, too. "I don't do plumbing or electrical," he said.

As the former Manager for the City of Ventura, CAREGIVERS Volunteer John Baker has never really quit working. In fact, the City of Port Hueneme recently asked him to come out of retirement and be their interim City Manager. This new position isn't going to impact his volunteer time with Jean and CARE-GIVERS. He's just changing his schedule around a bit to accommodate everyone.

Thank you, John, for your almost nine years of service with CAREGIVERS and also for your public service to the community.

A Grand Time to Remember...the Good Deed Doers in Your Life

Celebrate with a Gift to CAREGIVERS!

Back where I come from there are men who do nothing all day but good deeds. They are called phila... er, phila... er, yes, er, Good Deed Doers.

— The Wizard of Oz

Each of us has at least one Good Deed Doer in our lives, one who has made a difference. You know...the Teacher, the Clergyman, your Aunt or Uncle, Sister or Brother, a Mentor, a Friend, your Mom or Dad. We invite you to say "Thank You" to these special individuals by making a gift to CAREGIVERS in their honor or memory.

These are the Jewels, the Good Neighbors, the Personas Gratas who have cared for you in the Past, who are there for you in the Present and will be here for you in the Future.

Not all of our Ventura County seniors are as fortunate to have this circle of care, and that's when CAREGIVERS steps in to fill the gap by matching dedicated volunteers with needy homebound seniors.

Your gift honoring the Good Deed Doers in your life will help Ventura County continue to demonstrate how our community bans together to support our most valued elders. Look for your special someone(s) to be publicized in local media, on the CAREGIVERS website and in the next issue of *Heart & Hands*.

We look forward to adding you to our list of good people who contribute their time and resources to our mission of independent living for frail elders so that we can call you a Good Deed Doer, too.

With Gratitude,

erta D'Itiele Berta Steele Volunteer

jigima Camarillo Ginny Camarillo Honorary Board Member

P.S. If you are honoring and/or remembering more than one person, please use a separate piece of paper to list their names. Send to CAREGIVERS, 1765 Goodyear Avenue, Suite 205, Ventura, California 93003, or call (805) 658-8530.



Good Deed Doers are not that hard to find!

But, sometimes you have to pull out your magnifying glass!

In honor of...

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HONOREE

Charles Wade's Birthday The CAREGIVERS' Staff Don Belless, always faithful and kind Kiwanis Club of Ventura Howard Boroughs Helen Cantlay Mary de Polten's 102nd Birthday June Berlinger Kazuko Okamoto

In memory of...

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To become a volunteer or a Good Deed Doer, call us at (805) 658-8530 or visit www.vcCaregivers.org

Jenis Wagar



Goldie Defren

Remembering Mom Throughout the Year

Donor Berta Steele has been making a monthly contribution in honor of her mother, Goldie Defren, for as far back as the CAREGIVERS records go. It should come as no surprise (and some readers may even remember!) that Berta helped to design the original annual fundraising

campaign, "A Grand Time To Remember..." which invited donors to make gifts in honor or memory of their parents for Mother's and Father's Day. A few years ago, Berta worked with CAREGIVERS to renew the spring fundraising efforts, and that's when "The Good **Deed Doer" Campaign** was introduced, encouraging donors to use the opportunity to honor individuals who, like our CAREGIVERS Volunteers, make a difference in our lives. "Thanks to Berta's insights and the generosity of our contributors, CAREGIVERS has more than tripled annual giving which has allowed us to create sustainable staff positions and upgrade the technology used in our case management," said Executive Director Tammy Glenn. "The greater the support from our donors, the greater reach we have to seniors in Ventura County."

As we launch the 2016 Spring Campaign, we are reminded that it is "A Grand Time to Remember the Good Deed Doers" in our lives, and making a gift in their honor or memory to CAREGIVERS is a gift that will keep on giving to the community.

Berta is making an additional contribution this month in honor of Rabbi Lisa Hochberg-Miller of Temple Beth Torah. "Rabbi Lisa is a wonderfully supportive friend to me, the Jewish community and the broader community," Berta said, noting that the Temple works regularly with CAREGIVERS to serve Jewish seniors in need. "This gift to CAREGIVERS in her honor is my way of making sure folks outside of the TBT know how fortunate we are to have a religious leader like Rabbi Lisa."

"Equally so, I'm proud to support CAREGIVERS and hope others will consider joining me in making consistent and regular contributions that sustain this valuable service to seniors."

CAREGIVERS: Volunteers Assisting the Elderly wishes to thank everyone for their generous support.

Following is a list of Donors who were able to give from October 23, 2015 through April 6, 2016

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be sure to send us an email
to info@vccaregivers.org
designating your honoree.

Some donors are not listed and wish to remain anonymous. If your name is missing, incorrectly listed or misspelled, please accept our sincere apology and bring the error to our attention.

CAREGIVERS: Volunteers Assisting the Elderly does not sell or share its donor list with any other organization.



Hannah Stonecypher with Senior Katie S.

What a Sweetheart!

Team Cupid mobilized once again this year for Valentine's Day! Thanks to Honorary Director Keith York who donates 50 long-stemmed roses every year, the Office Team along with Volunteers Larry and Romi Burroughs and Sharon Breitling, delivered personal greetings to 50 seniors throughout our

service area. The phone rang off the hook that day with thank you calls from grateful seniors who genuinely enjoyed heartfelt wishes from all of us.





HANK LACAYO INTERN continued from 1

Megan said. "There's so much opportunity to develop and support the volunteers." At 10 hours per week, Megan has had to be judicious with her time. She's set up a system for tracking liaison participants, recruited two more liaisons who work directly with volunteer caregivers who are serving seniors, and further expanded the efforts.

"CAREGIVERS has volunteers serving in a multitude of capacities such as working with seniors, serving on event committees and representing us in their churches and service clubs. Every one of these volunteers is part of our outreach program," Megan said. "Keeping them in the loop and ensuring that they are up to date on activities and seniors in need is really at the heart of the work I've been doing. It's hard to imagine how CAREGIVERS keeps all of this going without someone in my position as the Volunteer Coordinator."

In addition to identifying Volunteer Liaisons, such as Sharon Breitling, to support the Volunteer Caregivers, Megan also has developed and/or is tracking Congregational Liaisons and

Community Ambassadors such as Norma Fulkerson who is spreading the word in Santa Paula and Ann McKillican who is wearing two hats: one as a Congregational Liaison to Unity Church and the other as a Corporate Ambassador to Berkshire Hathaway. She hopes to confirm at least three other Volunteer Liaisons before her internship ends in May.

Armed with brochures, posters and talking points, Congregational Liaisons along with Community and Corporate Ambassadors are ready to recruit volunteers, make a referral for a senior in need, share reminders about upcoming events and workshops and give the office team feedback on how they can be more effective.

"Not every intern enjoys the kind of experience I've had at CAREGIVERS," Megan said. "Graduation is going to be a big milestone for me, and I'm glad to know what it means to be part of a team and make a real contribution in my community. Who knows? Maybe a volunteer would like to serve in this role until CAREGIVERS can budget for it!"

Swift Memorial





DOROTHY SCHUPBACH continued from 1

Not unlike all volunteer interviews, Dorothy expressed her interest in helping with light housekeeping and respite, but her application highlighted "not interested in transportation." She was matched with a Ventura senior, Margaret, who needed help balancing her checkbook each month; a lady named Ruth who needed help with grocery shopping; and later, a man named Tom who needed help reading his mail. This was the start of a long list of seniors in the community who would benefit from Dorothy's helping hands.

In 1986, CAREGIVERS was serving 105 seniors and then-Director Sister Patricia Callahan was tracking all kinds of statistics and common services being provided, most of which haven't changed that much over the years.

If anyone has born witness to the growth and evolution of CAREGIVERS, it's Dorothy Schupbach, who consistently volunteered with one senior after another from the time she started. "She's seen statistics come and go, and in the true nature of a CAREGIVERS Volunteer, Dorothy has never succumbed to the numbers," said Executive Director Tammy Glenn. "When we look back in our records, Dorothy never let anyone become a statistic and she has a reputation for taking the high road in terms of maintaining appropriate boundaries with individuals she's served. Not unlike most of our volunteers, Dorothy is extremely modest."

In 1999, Ventura's Senior Coordinating Council, which is now known as the Ventura Council for Seniors (VCS), named Dorothy "Senior of the Year" for her "unselfish devotion to the plight of the elderly." VCS Chair Suz Montgomery commented, "Dorothy has been a constant in Ventura all these years, always advocating for seniors. Not only would VCS not be here, we wouldn't have the voice that we have today if it weren't for people like her."

With this history, the nomination of Dorothy Schupbach was forwarded by the CAREGIVERS Board of Directors to Norm Weitzel's brothers at the Masonic Lodge of Ventura. The Masons worked closely with CAREGIVERS to develop the award in Norm's memory and were delighted to join CAREGIVERS in bestowing the honor which is now a centerpiece of CAREGIVERS' Annual Evening of Gratitude, hosted this year by DCH Lexus of Oxnard.



Congratulations on 150 Years San Buenaventura!

City Councilman Jim Monahan (L) with Former Ventura Mayor and CAREGIVERS Honorary Director Jack Tingstrom (R) joined nine Ventura mayors in celebrating the 150th Anniversary of San Buenaventura in a traditional pie-eating contest on Saturday, April 2 at Plaza Park. CAREGIVERS was launched 32 years ago in Ventura where 48 percent of seniors served reside.

Student Team Designs Volunteer Photo Archive



Tucked away in CAREGIVERS storage at MoveGreen were hundreds of photos from over the years that were gathering dust. Thanks to a team of CSUCI students from Prof. Nancy Chen's Health Communication course, the archival photos became their fall project entitled "Creating Memories." Together, three students, Madison Castaneda, Elainna Root and Alexus Arnold organized the photos and solicited an In-Kind Gift from Mitch Plessner of Plessner Digital & Archive in Westlake

Village, who digitized close to 500 images. In particular, this first phase of the project features photos of Volunteer Recognition events since 1984. As time and resources



allow, we hope to digitize another 1,000 photos which have lots of memories from events like the *Sailathon*, the *Wearin' o' the Green* and special moments between our seniors and our volunteers.

Let us know what you think about our progress to date. Check out these photo albums and other volunteer opportunities at: www.vccaregivers.org/connect.php



Samuelsson Foundation





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To promote the health, well-being, dignity and independence of frail, homebound elders through one-on-one relationships with trusted volunteers.

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Thank you to Jim Bonner, Volunteer Photographer

CAREGIVERS is one of the original pilot programs for volunteer caregiving — in the nation! Founded in 1984, the Sisters of St. Joseph of Carondelet collaborated with Trinity Lutheran Church, Ventura; First United Methodist Church, Ventura; Sisters of Holy Cross; National Council of Jewish Women; First United Methodist Women, Ventura; First Presbyterian Church, Santa Paula; Ventura County Church of Religious Science, and the Aid Association for Lutherans. CAREGIVERS: Volunteers Assisting the Elderly is committed to providing services, offering employment and volunteer opportunities to all, without discriminating on the basis of age gender, race, religion, sexual orientation, ethnicity, national origin or disability.

Coffee@CAREGIVERS



Join other Volunteers for a cup of coffee or tea, and some delicious treats.

The CAREGIVERS team is pleased to host a monthly opportunity for you to visit, share your experiences, introduce a friend, and give us your thoughts on how to improve the program.



Phone Friends Opon't call us! We'll call you!

Well, the truth is, you can call us anytime at (805) 658-8530. Please don't, however, discount the power of a Phone Friend. If you're a little lonely, let one of us at the office know. Friendly calls from CAREGIVERS volunteers are very comforting. Our office team takes the same care to match a senior with a Phone Friend as we do to match our seniors with one-on-one volunteers who visit in person.